ROLE PROFILE

Fire Safety Coordinator (Customer)

Grade: Your 4

Contract Type: Regional Worker

Head of Compliance & Building Safety
↓
Building & Fire Safety Lead
↓
Fire Safety Manager
↓
Contracts Manager (Fire)
↓
Fire Safety Coordinator (Customer)

Department:

Asset Management ➔ Asset Compliance ➔ Building & Fire Safety

Role Overview

The Fire Safety Coordinator (Customer) supports the delivery of the Group's Fire Risk Assessment (FRA), fire door inspection & planned re-investment work programmes.

Working with the Contracts Manager & wider Fire Safety Team, the role ensures fire safety work delivered by both internal and external colleagues is progressed through to completion in a timely manner, with a particular focus on customer engagement & 'hard to access' homes.

Subject to a basic DBS check.

RESPONSIBILITIES

- Support the Fire Safety Team to deliver the Fire Risk Assessment, Fire Door Inspection & planned re-investment programmes, and where applicable support the delivery of major project works linked to fire safety.
- Support colleagues across the organisation to deliver FRA actions within their allocated timescales & promote a safety-first culture.
- Monitor contractor performance against KPIs & escalate performance concerns & contractual issues to the Contracts Manager.
- Deliver the Access Procedure, ensuring access to customers' homes is gained in a timely manner.
- Regularly review the suite of letters & other tools used to communicate with customers, seeking innovative solutions for customer engagement & access, & ensuring the communication methods meet legal requirements.
- Use YHG IT systems, including C365, to maintain accurate & detailed records of customer communication & access attempts whilst taking account of GDPR.
- Support the Contracts Manager to deliver regular contractor meetings to review work progress, ensure contractors are utilising the Access Procedure & challenging any deviation.
- Visit customers' homes to arrange access for works, supported by phone calls, emails & text messages, working flexibly to maximise opportunities to make customer contact.



- Identify & report safeguarding concerns in line with YHG procedures.
- Work with YHG colleagues, including the repair, voids, compliance & planned maintenance teams, to ensure fire safety works are completed in customers' homes as part of planned programmes, as applicable.
- Liaise with the housing colleagues & legal advisors on complex access cases, preparing documentation to support legal action.
- Respond to customer enquiries & complaints in line with YHG Customer Feedback Policy, working proactively with the Contract Manager to minimise complaints.
- Participate in projects within the context of the Fire Safety Teams' work to improve service delivery, particularly in relation to improving customer satisfaction & contractor KPI performance.
- Undertake any other duties commensurate with the grade & responsibilities of the role, supporting the delivery of the organisation's compliance, safety & asset management objectives.

STRENGTHS

- ✓ Excellent communication skills, both written & verbal, & ability to effectively challenge internal & external stakeholders.
- ✓ Excellent organisational & planning skills, with ability to prioritise tasks to meet deadlines.
- ✓ Attention to detail, a critical eye & commitment to compliance & customer safety.
- ✓ Team player & a can-do, positive attitude.
- ✓ Proficient in the use of IT systems, including Microsoft Office applications.
- ✓ Ability to build effective relationships with customers, contractors & internal stakeholders

ESSENTIAL TO THE ROLE

- ✓ Experience working in a fire safety, repairs & maintenance or compliance role in a social housing setting, or similar role in the public or private sector.
- ✓ Understanding of landlord health & safety/compliance & asset management.
- ✓ Good working knowledge of Microsoft Excel, Word, Outlook & Teams.
- ✓ Experience of supporting performance management & data analysis.
- ✓ Customer service experience, including appointment scheduling & handling enquiries through to resolution.
- ✓ GCSE in Maths & English (or equivalent).
- ✓ Full UK driving licence & use of a vehicle

BENEFICIAL TO THE ROLE

- ✓ Experience working within the social housing sector.
- ✓ Knowledge of the Regulatory Reform (Fire Safety) Order 2005 & other fire safety legislation.
- ✓ Experience using asset & compliance management databases such as MRI & C365.
- ✓ Experience coordinating the delivery of fire safety related work in customers' homes.